



33471/000011109/000000053



STATE OF ALASKA  
2200 E 42ND AVE  
ANCHORAGE, AK 99508-5202

July 2014

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 14S05 / NHTSA Recall 14V-284**  
**Aviso de Revisión de Seguridad 14S05**

**This notice applies to your vehicles:**

Your Vehicle Identification Numbers: See Listing

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** On your vehicle, the power steering system may revert to manual steering mode due to an Electric Power Steering system fault related to the torque sensor. An unexpected loss of steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of accident.

**What will Ford and your dealer do?** Ford Motor Company has authorized your dealer to update the appropriate modules to prevent loss of steering assist while driving due to a torque sensor fault. In addition, the update provides increased driver awareness by sounding a chime and displaying the wrench light or warning in the message center when a fault is detected. Alternatively, the dealer may need to replace the torque sensor or the steering column. This service will be performed free of charge (parts and labor).

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay and request a service date for Recall 14S05. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**What should you do?  
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to steering column or torque sensor replacement for loss of power steering assist. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

*Para asistencia en Español:*

*Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.*

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 14V-284.

Thank you for your attention to this important matter.

Ford Customer Service Division



STATE OF ALASKA  
2200 E 42ND AVE  
ANCHORAGE, AK 99508-5202

1	1FMCU9C7XAKD33919	2010 Escape	√ 37943
2	1FMCU9C73AKB96354	2010 Escape	√ 37701
3	1FMCU9C73AKC14383	2010 Escape	√ 37749
4	1FMCU9C75AKB96355	2010 Escape	√ 37702
5	1FMCU9C78AKD12258	2010 Escape	√ 37856
6	1FMCU9C78AKD33918	2010 Escape	√ 37942
7	1FMCU9DG0AKC84714	2010 Escape	√ 37809
8	1FMCU9DG1AKD28042	2010 Escape	√ 37890
9	1FMCU9DG3AKC60732	2010 Escape	√ 37803
10	1FMCU9DG3AKD33923	2010 Escape	√ 37889
11	1FMCU9DG7AKD33925	2010 Escape	√ 37892
12	1FMCU9DG9AKD33926	2010 Escape	√ 37893
13	1FMCU92ZX8KB03861	2008 Escape	√ 36576
14	1FMCU927X9KB29313	2009 Escape	√ 37462
15	1FMCU927X9KB29389	2009 Escape	√ 37461
16	1FMCU92709KB22094	2009 Escape	√ 37144
17	1FMCU92719KB31225	2009 Escape	√ 37261
18	1FMCU92729KB62452	2009 Escape	√ 37260
19	1FMCU92749KB22096	2009 Escape	√ 37463
20	1FMCU92759KC85100	2009 Escape	√ 37522
21	1FMCU92769KB56380	2009 Escape	√ 37464
22	1FMCU92779KB22092	2009 Escape	√ 37146
23	1FMCU92779KC85101	2009 Escape	√ 37523
24	1FMCU92799KB20182	2009 Escape	√ 37145
25	1FMCU93G69KC02885	2009 Escape	√ 37322
26	1FMCU93G79KB29042	2009 Escape	√ 37289
27	1FMCU93G89KC02886	2009 Escape	√ 37321
28	1FMCU931X8KC73100	2008 Escape	√ 36741
29	1FMCU93108KE77842	2008 Escape	√ 37034
30	1FMCU93108KE81101	2008 Escape	√ 37073
31	1FMCU93128KD65964	2008 Escape	√ 36724 - DSV 2/2009
32	1FMCU93138KC06497	2008 Escape	√ 36678
33	1FMCU93138KE81111	2008 Escape	√ 37074
34	1FMCU93178KC73099	2008 Escape	√ 36739
35	1FMCU93198KD65962	2008 Escape	√ 36805